Governor's 2-1-1 Council

Meeting: April 7, 2004 (10:00 A.M.)

Subject: Meeting Notes

I. Attendance

A. Members Present

- Chris Cummiskey, Director, Government Information Technology Agency
- Lisa Glow, Director, Governor's Office for Children, Youth and Families
- Anthony Rodgers, Director, Arizona Health Care Cost Containment System
- David Rataczak, Adjutant General, Department of Emergency and Military Affairs
- Victor Mendez, Director, Department of Transportation
- Dennis Garrett, Director, Department of Public Safety

B. Representatives Present

- John Phelps, Deputy Director, Governor's Office of Homeland Security, representing Frank Navarrete
- Mary E. Gill, Deputy Director, Department of Economic Security, representing David Berns.
- Pat Gibbons, Director of Communications, Department of Environmental Quality, representing Steve Owens,

C. Members Absent

- Catherine Eden, Director, Department of Health Services

II. Opening Remarks – *Chris Cummiskey, Director, Government Information Technology Agency (GITA))*

Welcome to the 2nd meeting of the Governor's Council on 2-1-1. This Council, which is comprised of cabinet members, works with the Governor's 2-1-1 Advisory Committee, which is stakeholder driven. The last month's efforts centered around developing a strategic vision for 2-1-1. The implementation of 2-1-1 is a coordinated effort of a working group consisting of representatives from GITA, the Department of Emergency and Military Affairs (DEMA), the Office of Homeland Security (OHS) and the Governor's Office of Children, Youth and Families (GOCYF).

The strategic plan for 2-1-1 has been finalized and posted on the 2-1-1 website for public review. Currently the working group is focused on drafting of the Phase I RFP and the related Project Investment Justification (PIJ). All the work that is being performed on this initiative by the working group is very much appreciated.

III. Presentations

1. 2-1-1 Phased Implementation – DJ Harper, Communication and Outreach Manager, GITA

2. Progress Report: 2-1-1 Phase I Activities – Lisa Meyerson, Statewide Projects Manager, GITA

3. 2-1-1 Advisory Committee Update – Keely Varvel, Deputy Director, GOCYF

IV. 2-1-1 Phased Implementation – Discussion

A. Council Question (Director Rodgers (AHCCCS)) – According to the presentation, existing call center technology might be used in 2-1-1 infrastructure. We are in the process of upgrading our phones and need to know how/if our upgrade may affect 2-1-1. We would like to be as supportive of this initiative as possible. Discussions regarding how existing technology can be leveraged will occur sometime this summer, correct?

> Response (Mr. Harper) – Yes, we hope to be able to leverage current infrastructure and we would like to discuss such opportunities with relevant organizations, including AHCCCS which is planning infrastructure upgrades.

> Follow-up Comment (Director Rodgers) – We would like to meet with you, the sooner the better.

B. Council Question (Director Rodgers) – The industry standard is to move towards consolidated call centers. Is there a reason why the decision was made to go with multiple call centers?

> Response (Mr. Harper) – Yes, last year a number of stakeholder meetings were held around the State in regard to 2-1-1. A vast majority of social services stakeholders expressed concern that the rural and Indian communities would be better served by regional call centers. However, balancing community needs with our financial realities will be an issue that the Council will debate in the months to come.

> Follow-up Question (Director Rodgers) – If we choose multiple call centers, will there be a central management location?

> Response (Mr. Harper) – There are many models to choose from. One possible model is to have part-time call centers in some rural areas but during their down time route calls to a central 24 X 7 X 365 location.

> Response (Director Cummiskey) – This group will make those types of decisions. These are the issues that will need analysis and discussion by the Council.

C. Council Question (Director Glow (GOCYF)) – Would the infrastructure inventory that was performed be helpful for us to see?

> Response (Ms. Varvel) – The infrastructure report is on the 2-1-1 website. We currently have a centralized system but some rural areas feel underserved by the urban I&Rs.

D. Council Comment (Mary E. Gill (DES)) - How specialized call centers will link to the 2-1-1 call centers will also need to be understood. Relative to DES call centers that could be complicated.

E. Council Comment (Director Rodgers) – Let's meet to make sure AHCCCS' infrastructure planning does not restrict the State's options, to the extent possible.

V. Progress Report: 2-1-1 Phase I Activities - Discussion

A. Council Question (Director Rodgers) – Is the database and the software that is requested in the RFP going to include a contact management system?

> Response (Ms. Meyerson) – No, that will be handled in Phase II.

B. Council Question (General Rataczak (DEMA)) – Do we have any dates to put with some of these (*see PowerPoint handout*) activities?

> Response (Ms. Meyerson) – Yes, we have had meetings to finalize reasonable delivery dates for these items. In addition, we have made a commitment that the RFP will be out by some time in May.

> Response (Director Cummiskey) – We are trying to avoid creating a new facility at DEMA with extra equipment and services. The idea is that they will be managing discrete contracts related to this initiative. In that way, there will not be an infusion of a substantial additional work burden on one agency. One agency should not have to bear the burden of the 2-1-1 project alone.

C. Council Question (Director Rodgers) – Did you consider using a data mark rather than a database?

> Response (Ms. Meyerson) – Yes, that was discussed. However, a lot of this information is fairly static. The system will link to other agencies that will have very dynamic information.

VI. 2-1-1 Advisory Committee Update - Discussion

A. Council Question (Director Rodgers) – Are you going to consider audio or even video in your web capabilities?

> Response (Ms. Meyerson) – There are no immediate plans along these lines, but we can discuss audio or video as a possible future enhancement.

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B. Council Comment (Director Rodgers) - You have to be careful about rolling it out before it's ready. As we roll it out, we might want to have a small feedback box to get quick informative results about the effectiveness of the site.

Response (Ms. Meyerson) - This is an important caution. We will review the specifications regarding development of a feedback mechanism. Thank you.

VII. Concluding Remarks – *Director Cummiskey*

Over the next few weeks the working group will be working on four main areas of deliverables: the Project Justification or PIJ, the RFP for the web enabled database, web hosting arrangements, and exploring data acquisition possibilities.

VIII.   Meeting Adjourned